



DEFINITIVE INFOTECH

SERVICES & SOLUTIONS

GENERAL SERVICES ADMINISTRATION

FEDERAL SUPPLY SERVICE

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

MULTIPLE AWARD SCHEDULE

PRICELIST EFFECTIVE DATE JUNE 6, 2020 – Mass Mod A812

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address for GSA Advantage!® is: www.gsaadvantage.gov.

Prices Shown Herein are Net (discounts applied).

811212 Computer and Office Machine Repair and Maintenance

33411 Purchasing of New Electronic Equipment

OLM Order-Level Materials

54151S Information Technology Professional Services

CONTRACT 47QTCA19D00DH TAX ID: 13-4079495

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at fss.gsa.gov.

Period Covered: June 13, 2019 to June 12, 2024

Definitive Infotech Services & Solutions, LLC

(formerly Diebold Information & Security Systems, LLC) – Small Business

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1a. Awarded Special Item Numbers

811212 Computer and Office Machine Repair and Maintenance
33411 Purchasing of New Electronic Equipment
OLM Order-Level Materials
54151S Information Technology Professional Services

1c. Order Instructions

The following chart reflects all agreed upon pricing, whether accepted as proposed or negotiated. The data also includes other proposed or negotiated discounts, e.g. volume discounts, prompt payment terms, etc. Definitive ISS understands that the Industrial Funding Fee must be set aside for remittance to GSA on a quarterly basis.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA OFFER PRICE (exclusive of the .75% IFF)	GSA OFFER PRICE (inclusive of the .75% IFF)	WARRANTY	COO
33411	CABLES TO GO	03345	HDMI KEYSTONE JACK WHITE	EA	\$9.22	\$9.29	Lifetime	TW
33411	CABLES TO GO	04627	RG58 RG59 RG6 RG6QS DUAL BLADE STRIPPER	EA	\$9.63	\$9.70	Lifetime	TW
33411	CABLES TO GO	04754	50PK RJ45 GRAY SNAGLESS BOOT COVER 6.0	EA	\$6.97	\$7.02	Lifetime	TW
33411	CABLES TO GO	04755	50PK RJ45 RED SNAGLESS BOOT COVER 6.0	EA	\$6.64	\$6.69	1 YEAR	TW
33411	CABLES TO GO	10257	1FT CAT5E BLACK SNAGLESS CABLE TAA	EA	\$1.80	\$1.81	Lifetime	TW
33411	CABLES TO GO	10261	10FT CAT5E BLACK SNAGLESS CABLETAA	EA	\$4.28	\$4.31	Lifetime	HK
33411	CABLES TO GO	10265	50FT CAT5E BLACK SNAGLESS CABLETAA	EA	\$10.73	\$10.81	Lifetime	TW
33411	CABLES TO GO	10316	10FT CAT6 BLUE SNAGLESS CABLE TAA	EA	\$14.61	\$14.72	Lifetime	TW
33411	TRIPPLITE	B021-000-19-HD	PS2 NETDIRECTOR 1U KVM CONSOLE W/19IN MONITOR/TOUCHPAD/KEYBOARD	EA	\$759.03	\$764.77	1 YEAR	TW

33411	TRIPPLITE	B040-008-19	8PORT VGA KVM CONSOLE W/ 19IN LCD MONITOR/KEYBOARD/TOUC HPAD	EA	\$959.70	\$966.95	1 YEAR	TW
33411	TRIPPLITE	B119-2X2	2X2 HDMI MATRIX SWITCH VIDEO & AUDIO 1920X1200 AT 60HZ / 1080P	EA	\$130.87	\$131.86	3 YEARS	TW
33411	TRIPPLITE	B126-2A0	2PORT HDMI OVER CAT5 CAT6 AUDIO VIDEO EXTENDER REMOTE UNIT	EA	\$153.55	\$154.71	1 YEAR	TW
33411	TRIPPLITE	B126-2A1	HDMI OVER CAT5 CAT6 VIDEO EXTENDER TRANSMITTER & RECEIVER TAA	EA	\$190.78	\$192.22	1 YEAR	TW
33411	TRIPPLITE	B132-004A-2	4PORT VGA PLUS AUDIO OVER CAT5 CAT6 EXTENDER SPLITTER TRANSMITTER	EA	\$117.78	\$118.67	1 YEAR	TW
33411	TRIPPLITE	SRCOOLNE T	REMOTE CONTROL MONITOR EXTERNALSNMP SRCOOL12K PORTABLE COOLING	EA	\$265.01	\$267.01	2 Year LTD	TW
33411	TRIPPLITE	B062-002- USB	USB CONSOLE INTERFACE MODULE FOR NETDIRECTOR CAT5 KVM	EA	\$359.89	\$362.61	1 YEAR	TW
33411	TRIPPLITE	SMART550U SBTAA	TAA COMPLIANT UPS SMART PRO 550VA TOWER 120V 6OUT USB PORT	EA	\$106.98	\$107.79	3 Year LTD	TW
33411	TRIPPLITE	SMART750U SBTAA	UPS SMART PRO 750VA TOWER 120V NEMA 5-15P 6OUT 5-15R TAA COMPLIANT	EA	\$119.74	\$120.64	3 Year LTD	TW
811212	Definitive	PC/Desktop Repair	PC/Desktop Repair	HR	\$74.40	\$74.96	1 Year LTD	US
811212	Definitive	PC/Desktop Repair- OPPM	PC/Desktop Repair - OPPM	HR	\$111.60	\$112.44	1 Year LTD	US
811212	Definitive	AV MAINT Limited	AV MAINT Limited	LO	\$23,343.00	\$23,519 .40	1 Year LTD	US
811212	Definitive	Server/Deskt op Repair	Server/Desktop Repair	HR	\$93.00	\$93.70	1 Year LTD	US
811212	Definitive	Server/Deskt op Repair - OPPM	Server/Desktop Repair - OPPM	HR	\$139.50	\$140.55	1 Year LTD	US
811212	Definitive	VTC and A/V Repair	VTC and A/V Repair	HR	\$83.70	\$84.33	1 Year LTD	US
811212	Definitive	VTC and A/V Repair- OPPM	VTC and A/V Repair - OPPM	HR	\$111.60	\$112.44	1 Year LTD	US

811212	Definitive	Network/Cloud Repair	Network/Cloud Repair	HR	\$139.50	\$140.55	1 Year LTD	US
811212	Definitive	Network/Cloud Repair - OPPM	Network/Cloud Repair - OPPM	HR	\$167.40	\$168.66	1 Year LTD	US

SIN(s) PROPOSED	SERVICE PROPOSED (e.g. Job Title/Task)	MINIMUM EDUCATION/ CERTIFICATION LEVEL	MINIMUM YEARS OF EXPERIENCE	UNIT OF ISSUE (e.g. Hour, Task, Sq ft)	PRICE OFFERED TO GSA (excluding IFF)	PRICE OFFERED TO GSA (including IFF)	VOL. DISCOUNT
54151S	Communications Technician II	Associate's; DoD 8570 as specified by contract	3 years	Hour	\$41.88	\$42.20	2%
54151S	Computer Modeling and Simulation Specialist	BA/BS	5 years	Hour	\$70.94	\$71.48	2%
54151S	Field Service Technician - Senior	Diploma required; DoD 8570 as specified by contract	10 years	Hour	\$81.76	\$82.38	2%
54151S	Field Service Technician – Intermediate	Diploma required; DoD 8570 as specified by contract	5 years	Hour	\$66.48	\$66.98	2%
54151S	Information System Security Engineer	BA/BS with DoD 8570 certification	7 years	Hour	\$89.25	\$89.92	2%
54151S	LAN Designer	BA/BS	5 years	Hour	\$75.09	\$75.66	2%

54151S	Operations Manager	BA/BS	5 years	Hour	\$60.23	\$60.69	2%
54151S	PC Support Specialist	BA/BS; DoD 8570 as required by contract	3 years	Hour	\$44.52	\$44.86	2%
54151S	Program Manager	BA/BS with PMP	10 years	Hour	\$131.24	\$132.23	2%
54151S	Project Manager II	BA/BS; PMP	7 years	Hour	\$99.64	\$100.39	2%
54151S	Project Manager / Architect - Senior	BA/BS with PMP	10 years	Hour	\$153.98	\$155.14	2%
54151S	System / Network Administrator	Associate's; CCNA or higher or alternate OEM as specified by end user	5 years	Hour	\$63.40	\$63.88	2%
54151S	Systems Engineer IV	BA/BS	10 years	Hour	\$107.15	\$107.96	2%
54151S	Systems Engineer III	BA/BS; CCNP or higher or alternate OEM as specified by end user	7 years	Hour	\$73.37	\$73.92	2%
54151S	Technician II	Diploma required; DoD 8570 as specified by contract	10 years	Hour	\$56.80	\$57.23	2%
54151S	Technician I	Diploma required; DoD 8570 as specified by contract	5 years	Hour	\$42.79	\$43.11	2%

54151S	Web Systems Architect			Hour	\$81.52		2%
		<i>Associate's required</i>	<i>7 years</i>			<i>\$82.14</i>	
54151S	Applications Programmer	Associate's required	2 years	Hour	\$56.21		2%
						<i>\$56.63</i>	
54151S	Applications Systems Analyst/Programmer - Intermediate	BA/BS required	4 years	Hour	\$71.03		2%
						<i>\$71.57</i>	
54151S	Applications Systems Analyst/Programmer - Senior	BA/BS required	7 years	Hour	\$90.69		2%
						<i>\$91.38</i>	
54151S	Business Process Consultant	BA/BS required	7 years	Hour	\$90.06		2%
						<i>\$90.74</i>	
54151S	Business Subject Matter Specialist	BA/BS required	5-7 years	Hour	\$119.57		2%
						<i>\$120.47</i>	
54151S	Business Systems Analyst - Intermediate	BA/BS required	7 years	Hour	\$70.81		2%
						<i>\$71.35</i>	
54151S	Business Systems Analyst - Senior	BA/BS required	10 years	Hour	\$86.34		2%
						<i>\$86.99</i>	
54151S	Business Systems Specialist	BA/BS required	5-7 years	Hour	\$92.73		2%
						<i>\$93.43</i>	
54151S	Chief Information Security Officer	BA/BS required	8-10 years	Hour	\$134.78		2%
						<i>\$135.80</i>	

54151S	Client/Server Database Manager	BA/BS required	5-7 years	Hour	\$91.75	\$92.44	2%
54151S	Client/Server Network Architect	BA/BS required	5 years	Hour	\$100.62	\$101.38	2%
54151S	Client/Server Support Analyst	BA/BS required	5 years	Hour	\$63.01	\$63.49	2%
54151S	Communications Analyst - Intermediate	BA/BS required	5- years	Hour	\$61.47	\$61.93	2%
54151S	Communications Analyst - - Senior	BA/BS required	7 years	Hour	\$75.20	\$75.77	2%
54151S	Communications Facility Engineer	BA/BS required	5 years	Hour	\$82.04	\$82.66	2%
54151S	Communications Installer	BA/BS required	3-5 years	Hour	\$54.92	\$55.34	2%
54151S	Communications Transmission Engineer	BA/BS required	5-7 years	Hour	\$82.04	\$82.66	2%
54151S	Consultant	BA/BS required	5-7 years	Hour	\$99.75	\$100.50	2%
54151S	Data Architect	BA/BS required	5-7 years	Hour	\$100.64	\$101.40	2%

54151S	Data Communications Manager - Planning & Implementation	BA/BS required	5 years	Hour	\$80.23	\$80.84	2%
54151S	Data Entry Supervisor	Associates Degree	8-10 years	Hour	\$45.11	\$45.45	2%
54151S	Data Security Administration Manager	BA/BS required	5-7 years	Hour	\$81.98	\$82.60	2%
54151S	Data Security Analyst - Intermediate	BA/BS required	7 years	Hour	\$63.72	\$64.20	2%
54151S	Data Security Analyst - Senior	BA/BS required	8 years	Hour	\$83.58	\$84.21	2%
54151S	Data Warehousing Administrator	BA/BS required	5 years	Hour	\$69.25	\$69.77	2%
54151S	Data Warehousing Analyst	BA/BS required	3-5 years	Hour	\$69.00	\$69.52	2%
54151S	Data Warehousing Programmer	BA/BS required	3-5 years	Hour	\$68.89	\$69.41	2%
54151S	Data Warehousing Project Manager	BA/BS required	5-7 years	Hour	\$85.72	\$86.37	2%
54151S	Data/Configuration Management Specialist	BA/BS required	3-5 years	Hour	\$70.32	\$70.85	2%

54151S	Database Administrator	BA/BS required	3-5 years	Hour	\$63.50	\$63.98	2%
54151S	Database Analyst/Programmer - Intermediate	BA/BS required	3-5 years	Hour	\$70.24	\$70.77	2%
54151S	Database Analyst/Programmer - Senior	BA/BS required	5 years	Hour	\$86.96	\$87.62	2%
54151S	Database Manager	BA/BS required	5 years	Hour	\$100.01	\$100.77	2%
54151S	Disaster Recovery Administrator	BA/BS required	5 years	Hour	\$80.61	\$81.22	2%
54151S	Disaster Recovery Analyst	BA/BS required	3-5 years	Hour	\$84.07	\$84.71	2%
54151S	Documentation Specialist - Intermediate	BA/BS required	5-7 years	Hour	\$54.19	\$54.60	2%
54151S	Documentation Specialist - Senior	BA/BS required	8-10 years	Hour	\$60.64	\$61.10	2%
54151S	Electronic Data Interchange (EDI) Manager	BA/BS required	5 years	Hour	\$88.14	\$88.81	2%
54151S	Electronic Data Interchange (EDI) Specialist	BA/BS required	5 years	Hour	\$76.25	\$76.83	2%

54151S	Electronic Mail Coordinator	BA/BS required	3-5 years	Hour	\$53.52	\$53.92	2%
54151S	Engineering Subject Matter Specialist	BA/BS required	3-5 years	Hour	\$98.01	\$98.75	2%
54151S	ERP Business/Architectural Specialist	BA/BS required	3-5 years	Hour	\$87.68	\$88.34	2%
54151S	ERP Business Analyst - Intermediate	BA/BS required	5-7 years	Hour	\$77.45	\$78.04	2%
54151S	ERP Business Analyst - Senior	BA/BS required	8-10 years	Hour	\$98.05	\$98.79	2%
54151S	ERP Programmer	BA/BS required	5 years	Hour	\$82.98	\$83.61	2%
54151S	Graphics Specialist	BA/BS required	5 years	Hour	\$50.19	\$50.57	2%
54151S	Groupware Specialist	BA/BS required	5 years	Hour	\$69.13	\$69.65	2%
54151S	Help Desk Coordinator - Intermediate	BA/BS required	3 years	Hour	\$49.41	\$49.78	2%
54151S	Help Desk Coordinator - Senior	BA/BS required	5 years	Hour	\$65.54	\$66.04	2%

54151S	Help Desk Manager	BA/BS required	5 years	Hour	\$75.13	\$75.70	2%
54151S	Help Desk Support Services Specialist - Intermediate	BA/BS required	3-5 years	Hour	\$49.41	\$49.78	2%
54151S	Help Desk Support Services Specialist - Senior	BA/BS required	3-5 years	Hour	\$65.54	\$66.04	2%
54151S	Information Assurance Development Engineer	BA/BS required	5 years	Hour	\$84.84	\$85.48	2%
54151S	Information Assurance Engineer	BA/BS required	5 years	Hour	\$67.34	\$67.85	2%
54151S	Information Assurance Network Specialist	BA/BS required	3-5 years	Hour	\$75.40	\$75.97	2%
54151S	Information Assurance Systems/Network Specialist	BA/BS required	3-5 years	Hour	\$75.40	\$75.97	2%
54151S	Information Center Consultant	BA/BS required	5 years	Hour	\$72.61	\$73.16	2%
54151S	Information Center Specialist	BA/BS required	5 years	Hour	\$79.52	\$80.12	2%
54151S	Information Security Business Analyst	BA/BS required	3-5 years	Hour	\$82.98	\$83.61	2%

54151S	Information Services Consultant	BA/BS required	3-5 years	Hour	\$94.67	\$95.39	2%
54151S	Information Systems Auditor - Intermediate	BA/BS required	5 years	Hour	\$70.38	\$70.91	2%
54151S	Information Systems Auditor - Senior	BA/BS required	7 years	Hour	\$93.61	\$94.32	2%
54151S	Information Systems Training Specialist - Intermediate	BA/BS required	5 years	Hour	\$61.75	\$62.22	2%
54151S	Information Systems Training Specialist - Senior	BA/BS required	7 years	Hour	\$79.69	\$80.29	2%
54151S	Internal Communications Systems Consultant	BA/BS required	3-5 years	Hour	\$76.85	\$77.43	2%
54151S	IT Subject Matter Specialist	BA/BS required	3-5 years	Hour	\$129.11	\$130.09	2%
54151S	LAN Administrator - Intermediate	BA/BS required	5 years	Hour	\$59.52	\$59.97	2%
54151S	LAN Administrator - Senior	BA/BS required	7 years	Hour	\$75.16	\$75.73	2%
54151S	LAN Support Technician - Intermediate	BA/BS required	5 years	Hour	\$48.69	\$49.06	2%

54151S	LAN Support Technician - Senior	BA/BS required	7 years	Hour	\$60.43	\$60.89	2%
54151S	LAN/WAN Administrator	BA/BS required	3-5 years	Hour	\$76.25	\$76.83	2%
54151S	LAN/WAN Integrator	BA/BS required	3-5 years	Hour	\$105.11	\$105.90	2%
54151S	LAN/WAN/MAN Administrator	BA/BS required	3-5 years	Hour	\$76.25	\$76.83	2%
54151S	Network Control Technician	BA/BS required	3 years	Hour	\$44.99	\$45.33	2%
54151S	Network Engineer - Intermediate	BA/BS required	5 years	Hour	\$66.13	\$66.63	2%
54151S	Network Engineer - Senior	BA/BS required	7 years	Hour	\$84.04	\$84.68	2%
54151S	Network Operations Supervisor	BA/BS required	5 years	Hour	\$80.32	\$80.93	2%
54151S	Network Planning Analyst - Intermediate	BA/BS required	5 years	Hour	\$52.95	\$53.35	2%
54151S	Network Planning Analyst - Senior	BA/BS required	7 years	Hour	\$84.40	\$85.04	2%

54151S	Network Planning Manager	BA/BS required	5-7 years	Hour	\$87.97	\$88.63	2%
54151S	Network Systems Administrator	BA/BS required	3-5 years	Hour	\$62.13	\$62.60	2%
54151S	Network Systems Manager	BA/BS required	5-7 years	Hour	\$79.57	\$80.17	2%
54151S	Network/Hardware Support Technician	BA/BS required	3 years	Hour	\$58.14	\$58.58	2%
54151S	Operations Manager - Data Communications	BA/BS required	8 years	Hour	\$82.36	\$82.98	2%
54151S	Operations Manager - Voice Communications	BA/BS required	5-7 years	Hour	\$82.36	\$82.98	2%
54151S	Operations Systems Manager	BA/BS required	8 years	Hour	\$82.36	\$82.98	2%
54151S	Operations/Network LAN Administrator	BA/BS required	5-7 years	Hour	\$76.25	\$76.83	2%
54151S	Operations/Technical Support Analyst	BA/BS required	3-5 years	Hour	\$60.42	\$60.88	2%
54151S	Operations/Technical Support Manager	BA/BS required	5-7 years	Hour	\$78.74	\$79.34	2%

54151S	PC Products Analyst	BA/BS required	3-5 years	Hour	\$58.21	\$58.65	2%
54151S	PC Systems Specialist	BA/BS required	3-5 years	Hour	\$62.03	\$62.50	2%
54151S	PC/LAN Management Analyst - Intermediate	BA/BS required	5 years	Hour	\$52.95	\$53.35	2%
54151S	PC/LAN Management Analyst - Senior	BA/BS required	7 years	Hour	\$84.40	\$85.04	2%
54151S	Project Engineer	BA/BS required	3-5 years	Hour	\$87.83	\$88.49	2%
54151S	Project Manager - Senior	BA/BS required	5-7 years	Hour	\$104.40	\$105.19	2%
54151S	Quality Assurance Analyst - Intermediate	BA/BS required	5-7 years	Hour	\$61.14	\$61.60	2%
54151S	Quality Assurance Analyst - Senior	BA/BS required	7-10 years	Hour	\$76.60	\$77.18	2%
54151S	Quality Assurance Specialist	BA/BS required	3-5 years	Hour	\$48.32	\$48.69	2%
54151S	Security Coordinator	BA/BS required	3-5 years	Hour	\$64.52	\$65.01	2%

54151S	Site Manager	BA/BS required	5 years	Hour	\$84.25	\$84.89	2%
54151S	Software Architect	BA/BS required	3-5 years	Hour	\$98.39	\$99.13	2%
54151S	Software Developer - Intermediate	BA/BS required	3-5 years	Hour	\$71.03	\$71.57	2%
54151S	Software Developer - Senior	BA/BS required	6 years	Hour	\$90.69	\$91.38	2%
54151S	Software Systems Engineer - Intermediate	BA/BS required	3-5 years	Hour	\$71.03	\$71.57	2%
54151S	Software Systems Engineer - Senior	BA/BS required	5-7 years	Hour	\$90.69	\$91.38	2%
54151S	Systems Administrator - Intermediate	BA/BS required	3-5 years	Hour	\$54.42	\$54.83	2%
54151S	Systems Administrator - Senior	BA/BS required	5-7 years	Hour	\$69.78	\$70.31	2%
54151S	Systems Analysis and Programming Director	BA/BS required	5-7 years	Hour	\$90.69	\$91.38	2%
54151S	Systems Engineer	BA/BS required	5-7 years	Hour	\$69.78	\$70.31	2%

54151S	Systems Management Technologist	BA/BS required	5 years	Hour	\$69.14	\$69.66	2%
54151S	Technical Editor	BA/BS required	3-5 years	Hour	\$49.58	\$49.95	2%
54151S	Technical Writer	BA/BS required	3-5 years	Hour	\$61.28	\$61.74	2%
54151S	Telecommunications Analyst/Technician	BA/BS required	3 years	Hour	\$52.15	\$52.54	2%
54151S	Telecommunications Engineer/Analyst - Intermediate	BA/BS required	3-5 years	Hour	\$65.62	\$66.12	2%
54151S	Telecommunications Engineer/Analyst - Senior	BA/BS required	5-7 years	Hour	\$83.42	\$84.05	2%
54151S	Telecommunications Manager	BA/BS required	5 years	Hour	\$88.19	\$88.86	2%
54151S	Telecommunications Network Help Desk	BA/BS required	3-5 years	Hour	\$41.17	\$41.48	2%
54151S	Telecommunications Programmer/Systems Analyst - Intermediate	BA/BS required	3-5 years	Hour	\$65.62	\$66.12	2%
54151S	Telecommunications Programmer/Systems Analyst - Senior	BA/BS required	5-7 years	Hour	\$87.13	\$87.79	2%

54151S	Telecommunications Technician	BA/BS required	3-5 years	Hour	\$52.15	\$52.54	2%
54151S	Telecommunications/Communications Integration Engineer	BA/BS required	3-5 years	Hour	\$65.62	\$66.12	2%
54151S	Test Engineer	BA/BS required	3-5 years	Hour	\$69.28	\$69.80	2%
54151S	UNIX Systems Administrator	BA/BS required	3-5 years	Hour	\$62.32	\$62.79	2%
54151S	Voice Communications Administrator	BA/BS required	3-5 years	Hour	\$51.00	\$51.39	2%
54151S	Voice Communications Manager - Planning & Implementation	BA/BS required	3-5 years	Hour	\$85.04	\$85.68	2%
54151S	Voice Communications Technician	BA/BS required	3-5 years	Hour	\$51.00	\$51.39	2%
54151S	Web Content Administrator	BA/BS required	3-5 years	Hour	\$58.84	\$59.28	2%
54151S	Web Content Analyst	BA/BS required	3-5 years	Hour	\$61.42	\$61.88	2%
54151S	Web Designer	BA/BS required	3-5 years	Hour	\$67.09	\$67.60	2%

54151S	Web Marketing Manager	BA/BS required	3-5 years	Hour	\$72.68	\$73.23	2%
54151S	Web Operations Manager	BA/BS required	3-5 years	Hour	\$75.10	\$75.67	2%
54151S	Web Project Manager	BA/BS required	3-5 years	Hour	\$99.57	\$100.32	2%
54151S	Web Security Administrator	BA/BS required	3-5 years	Hour	\$84.84	\$85.48	2%
54151S	Web Security Analyst	BA/BS required	3-5 years	Hour	\$88.29	\$88.96	2%
54151S	Web Software Developer	BA/BS required	3-5 years	Hour	\$86.84	\$87.50	2%
54151S	Web Technical Administrator	BA/BS required	3-5 years	Hour	\$78.15	\$78.74	2%

Labor Category Descriptions

Communications Technician II	Implements, installs, and repairs voice and data cable systems. Creates and maintains records on cable assignments, terminations and directory heading, telephone, circuit and other communications equipment type. May support video teleconferencing, audio/visual, security or other types of communications systems.
Computer Modeling and Simulation Specialist	Performs analysis of system requirements; converts functional design to a detailed simulation or a functional model for either demonstration or implementation. Analyzes problems; uses analysis output as basis for simulation or functional model for either demonstration or for implementation.
Field Service Technician - Senior	Performs preventative and remedial equipment maintenance. Installs and removes systems and subsystems; makes field changes. Establishes and maintains effective customer relations. Provides technical support to lower level technicians. Equipment may be highly specialized.
Field Service Technician – Intermediate	Performs preventative and remedial equipment maintenance. Installs and removes systems and subsystems; makes field changes. Establishes and maintains effective customer relations. Equipment may be highly specialized.
Information System Security Engineer	Under general supervision, develops information systems assurance programs and control guidelines, assists in resolving technical problems, priorities, and methods.
LAN Designer	Under direct supervision will install, configure, and support an organization's local area network (LAN), wide area network (WAN), Agency Internet Network (AIN), Intranet and Internet, and other data communications systems or a segment of a network system; maintain network hardware and software; monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability; provides support to projects that involve networks; and provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice, and Video) requirements, designs, and orders.
Operations Manager	Oversees the operational planning, establishment, execution, and evaluation of a program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.

PC Support Specialist	Under general supervision, performs analytical, technical and administrative work in the planning, design and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software.
Program Manager	Under indirect supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.
Project Manager II	Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.
Project Manager / Architect - Senior	Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

System / Network Administrator	Under general supervision, responsible for the acquisition, installation, maintenance, and usage of the organization's local area network. Manages network performance and maintains network security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots network problems. Establishes and implements network policies, procedures, and standards and ensures their conformance with information systems and organization objectives. Trains users on network operation. Frequently reports to a PC support manager or Senior Network Administrator.
Systems Engineer IV	Under general supervision, performs high-level systems analysis, evaluation, design, integration, documentation, and implementation of very complex application that require a thorough knowledge of administrative and technical skills. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration,
Systems Engineer III	Under general supervision, performs high-level systems analysis, evaluation, design, integration, documentation, and implementation of very complex application that require a thorough knowledge of administrative and technical skills. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance phases (IV&V and DT&E). Applies higher-level business or technical principles and methods to very difficult technical problems to arrive at automated engineering solution.
Technician II	Under general supervision, monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with contractor support service groups to ensure proper escalation during outages or period of degraded system performance. May assist with installation of terminals, data cabling and/or associated hardware. May provide network server support. Requires strong knowledge of PC/Network communications hardware/software, in a multi-protocol environment, and network management software.
Technician I	Under general supervision, monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with contractor support service groups to ensure proper escalation during outages or period of degraded system performance. May assist with installation of terminals, data cabling and/or associated hardware. May provide network server support. Requires strong knowledge of PC/Network communications hardware/software, in a multi-protocol environment, and network management software.

Web Systems Architect	Under general supervision, designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Develops applications based on current, new, and future net-based applications. Requires significant graphics and design experience as well as HTML knowledge.
Applications Programmer	Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs and documents.
Applications Systems Analyst/Programmer - Intermediate	Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents, and maintains those programs. Competent to work on most phases of applications systems analysis and programming activities, but requires instruction and guidance in other phases.
Applications Systems Analyst/Programmer - Senior	Under general direction, formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. May be responsible for completion of a phase of a project. Regularly provides guidance and training to less-experienced analyst/programmers.
Business Process Consultant	Responsible for most complex systems process analysis, design, and simulation. Requires highest-level understanding of organization's business systems and industry requirements. Focus is on process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. May lead re-engineering team and act as project manager in some cases.

Business Subject Matter Specialist	Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.
Business Systems Analyst - Intermediate	Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less-experienced Business Systems Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment.
Business Systems Analyst - Senior	Under general direction, formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less-experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.
Business Systems Specialist	Top-level technical contributor with expertise in particular business processes responsible for formulating systems scope and objectives relative to the organization's business plan and industry requirements. Acts independently or as a member of a project team responsible for providing technical guidance concerning the business implications of the application of various systems. Provides technical consulting on complex projects. Devises and/or modifies procedures to solve the most complex technical problems related to computer equipment capacity and limitations, operating time, and form of desired results. Creates detailed specifications from which programs will be written. May have quality assurance responsibilities.

Chief Information Security Officer	Senior Management Professional. Ensures that all information systems are functional and secure.
Client/Server Database Manager	Projects long-range requirements for client/server database administration in conjunction with other managers in the information systems function as well as business function managers. Prepares activity and progress reports regarding the client/server database management section.
Client/Server Network Architect	Top-level technical expert responsible for design and development of a client/server environment. Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.
Client/Server Support Analyst	Under general supervision, assists with personal computer operating systems software and communication system software. Designs, tests, and maintains personal computer systems. Responsible for analyzing and solving personal computer-related problems. Responsible for security, integrity, and reliability of personal computer systems. Tests and integrates new hardware, systems and modifications to existing equipment and systems. Performs research/investigations, analysis, design, testing, and installation of supported hardware and software. Schedules installation of new hardware and software and modifications to existing systems. Monitors performance of hardware and its capacity in all assigned locations. Recommends and implements enhancements to existing hardware and systems.
Communications Analyst - Intermediate	Under general supervision, assists Senior Level Communications Analyst or Department Manager in the planning, design, and implementation of communications networks. Responsible for providing assistance and technical support for network design activities. Assists in the review/assessment of user needs. May conduct feasibility studies for projects. May assist in the evaluation and selection of equipment. Typically requires two to four years experience in telecommunications with particular emphasis in traffic engineering and network design. Frequently reports to Data/Voice Communications Management or Internal Communications Systems Consultant.

Communications Analyst - - Senior	Under general direction, assists in the planning, design, and implementation of communications networks. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs. Conducts feasibility studies for large projects, develops requests for proposal, evaluates vendor products, and makes recommendations on selection. May function as lead position providing guidance and training to less-experienced analysts. Typically requires at least five years of experience in telecommunications with strong emphasis in network design, traffic engineering, equipment vendors, and carriers. Frequently reports to a Data/Voice Communications Manager or Internal Communications Systems Consultant.
Communications Facility Engineer	Provides technical direction and engineering knowledge for communications systems infrastructure activities, including planning, designing, and implementing communications infrastructure requirements for buildings and systems. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards.
Communications Installer	Assists in the planning, design, and implementation of communications networks. Responsible for providing assistance and technical support for network design activities. Assists in the review/assessment of user needs. Performs feasibility studies for small projects. Assists in the evaluation and selection of equipment.
Communications Transmission Engineer	Provides technical direction and engineering knowledge for communications activities including planning, designing, installing and maintaining large communications networks. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function.
Consultant	Works with end user groups to evaluate and solve technical problems. Evaluates existing systems and/or user needs to analyze, design, recommend, and implement system changes.

Data Architect	<p>Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.</p>
Data Communications Manager - Planning & Implementation	<p>Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation, and support of distributed processing client/server systems. Provides coordination in the analysis, acquisition, and installation of hardware, software, and facilities. Manages the training and efforts of a staff engaged in system and network planning, analysis and monitoring activities. Typically requires eight to ten years of experience in software/hardware LAN and WAN network design and analysis. Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.</p>
Data Entry Supervisor	<p>Supervises all data entry activities. Assigns work to personnel and directs activities. Reviews and evaluates work and prepares performance reports. Frequently reports to a Computer Operations Manager or Production Control Supervisor.</p>
Data Security Administration Manager	<p>Directs and implements the necessary controls and procedures to cost-effectively protect information systems assets from intentional or inadvertent modification, disclosure, or destruction. Provides guidance and direction for the physical protection of information systems assets to other functional units. Provides reports to superiors regarding effectiveness of data security and makes recommendations for the adoption of new procedures. Assigns work to subordinates, monitors performance, and conducts performance appraisals. Interviews and makes recommendations for additional staff.</p>
Data Security Analyst - Intermediate	<p>Under general supervision, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. Conducts accurate evaluation of the level of security required. Provides management with status reports. Frequently reports to a Data Security Administration Manager.</p>

Data Security Analyst - Senior	Under general direction, performs all procedures necessary to ensure the safety of information systems and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management.
Data Warehousing Administrator	Coordinates the data administration technical function for both data warehouse development and maintenance. Plans and oversees the technical transitions between development, testing, and production phases of the workplace. Facilitates change control, problem management, and communication among data architects, programmers, analysts and engineers. Establishes and enforces processes to ensure a consistent, well-managed and well-integrated data warehouse infrastructure. Expands and improves data warehouse to includes data from all functions of the organization using data manipulation, transformation and cleansing tools. Requires three years of experience in the field.
Data Warehousing Analyst	Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Reviews data loaded into the data warehouse for accuracy. Responsible for the development, maintenance and support of an enterprise data warehouse system and corresponding data marts. Troubleshoots and tunes existing data warehouse applications. Conducts research into new data warehouse applications and determines viability for adoption. Assists in establishing development standards. Evaluates existing subject areas stored in the data warehouse. Incorporates existing subject areas into an enterprise model. Creates new or enhanced components of the data warehouse. Requires two years experience in the field.
Data Warehousing Programmer	Responsible for product support and maintenance of the data warehouse. Performs data warehouse design and construction. Codes and documents scripts and stored procedures. Designs/implements data strategy methods. Develops appropriate programs and systems documentation. Assists with Meta data repository management. Prepares/implements data verification and testing methods for the data warehouse. Creates index and view scripts. Requires two years experience in the field.

Data Warehousing Project Manager	Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Responsible for leading data warehouse team in development and enhancements of the data warehouse user interface. Establishes user requirements. Creates new standards and procedures related to end user and internal interface development. Works with Data Architect on technical issues and system architecture definition. Translates high-level work plans and converts to detailed assignments for team members. Monitors status of assignments and reviews work for completion and quality. Typically requires more than five years of experience.
Data/Configuration Management Specialist	Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.
Database Administrator	Participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Typically requires two to four years of experience.
Database Analyst/Programmer - Intermediate	Under general supervision, designs, implements and maintains moderately complex databases. Maintains database dictionaries and integration of systems through database design. Competent to work on most phases of database administration but may require some instruction and guidance in other phases. Requires two years experience in the field.
Database Analyst/Programmer - Senior	Under general direction, designs, implements and maintains complex database with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Competent to work at the highest level of all phases of database management. Requires three years experience in the field.

Database Manager	Responsible for all activities related to the administration of computerized databases. Assigns personnel to various projects and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises users of various databases. Projects long- range requirements for database administration in conjunction with other managers in the information systems function as well as business function managers. Prepares activity and progress reports regarding the database management section. Typically requires five to seven years of experience.
Disaster Recovery Administrator	<p>Under general supervision, responsible for the overall security and integrity of organizational electronic data, data systems, and data networks. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems, and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected.</p> <p>Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for ensuring the business resumption plan adequately addresses the organization's requirements and established time frames. Responsible for day-to-day security administration of the organization's data systems and data networks including systems access administration. Typically requires five or more years of experience in disaster recovery/business resumption planning.</p>
Disaster Recovery Analyst	Responsible for security and integrity of assigned electronic data, data systems, and data networks. Designs and administers programs to include policies, standards, guidelines, training programs and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected. Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for insuring the business resumption plan adequately addresses the organization's requirements and established time frames. Requires five years experience in the field.

Documentation Specialist - Intermediate	Under general supervision, prepares and/or maintains systems, programming, and operations documentation, including user manuals. Maintains a current internal documentation library. Competent to work on most phases of documentation.
Documentation Specialist - Senior	Under general supervision, is responsible for preparing and/or maintaining systems, programming, and operations documentation, procedures, and methods including user manuals and reference manuals. Maintains a current internal documentation library. Provides or coordinates special documentation services as required. Competent to work at the highest level of all phases of documentation. May act as project leader for large positions.
Electronic Data Interchange (EDI) Manager	Responsible for daily electronic data interchange (EDI) operations of an organization. Develops and executes strategies for Internet-based interchange capabilities. Coordinates and implements new EDI methods and systems and enhances and upgrades the existing systems. Finds EDI solutions for business operations. Establishes and maintains communications and trading partner routings, including online orders and fulfillment systems. Audits the quality of data provided, provides security and backup, and ensures system disaster recovery processes are in place. Resolves trading partner's technical problems involving EDI. Develops technical design documentation. Ensures customer/vendor agreements meet legal requirements. Responsible for internal training of EDI and related staff.
Electronic Data Interchange (EDI) Specialist	Provides support for EDI database analysis, design, and operations. Establishes and maintains communications within organization and with partners. Conducts and manages product evaluations. Provides product installation, configuration, and training. Performs systems maintenance to update records, specifications, and operating procedures of partner systems. Maintains EDI account transaction activities. Frequently reports to an Electronic Data Interchange Manager.
Electronic Mail Coordinator	Monitors servers, replication, and mail routing. Creates user accounts and maintains security levels on databases. Provides first-level telephone support and troubleshoots. Monitors existing messaging infrastructure and server usage, ensuring proper working order.

Engineering Subject Matter Specialist	Provides technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that necessitate high-level knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, modeling, simulation, testing, integration, documentation and presentation phases.
ERP Business/Architectural Specialist	Adapts functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and management processes, including but not limited to: knowledge management, investment analysis, data warehousing, e-commerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination.
ERP Business Analyst - Intermediate	Under general supervision, serves as subject matter expert associated with content, processes, and procedures associated with enterprise applications. Applies functional knowledge to design and customize workflow systems that provide seamless integration for client/server applications. Writes functional requirements, develops test plans, and works with production issues.
ERP Business Analyst - Senior	Under general direction, serves as senior subject matter expert associated with content, processes, and procedures associated with ERP. Defines detailed requirements, analyzes business needs, and validates solutions with the client. Details requirements through product development and other functions to support the project team. Monitors other business analysts in software development methods and processes and implementation of those methods. Evaluates development projects and assists in tailoring the development process to meet the project needs.
ERP Programmer	Under general supervision, works primarily in ERP client/server enterprise application. Designs and develops all aspects of data conversion. Builds application tables, panels, and reports. Codes individual modules and complex functions. Develops application tables, panels, and reports for projects. Responsible for software integration and external interface development. Troubleshoots and resolves testing issues. Responsible for technical documentation.

Graphics Specialist	Responsible for graphics design and use, operation, and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling. Coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget, and to user's satisfaction. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic equipment. Troubleshoots computer equipment problems and performs minor preventive maintenance. Frequently reports to a department manager or information systems management.
Groupware Specialist	Responsible for the implementation, maintenance, and support of organization messaging system. May work closely with first tier support staff to solve system problems. Ensures smooth integration of all groupware systems in a particular environment. Provides technical support on local groupware replication and client dial- up access issues. Prepares documentation that will assist in the maintenance of the groupware system. May serve as an internal consultant to developers, assisting them in the area of server supports, security, ID files, and other development issues that will aid the process. Requires solid working knowledge of WANs, LANs, and telecommunication concepts as they relate to the groupware system and database replication.
Help Desk Coordinator - Intermediate	Under general supervision, responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are assigned to senior level support. May involve use of problem management database and help desk systems.
Help Desk Coordinator - Senior	Under general direction, responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Requires experience and understanding of MIS environment. Typically involves use of problem management database and help desk system. May provide guidance/training for less-experienced personnel.
Help Desk Manager	Has overall responsibility for help desk operations associated with the identification, prioritization and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Requires 3 years experience in the field.

Help Desk Specialist	Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution.
Help Desk Support Services Specialist - Intermediate	Under general supervision, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to senior level.
Help Desk Support Services Specialist - Senior	Under general direction, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.
Information Assurance Development Engineer	Analyzes and defines security requirement for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution.
Information Assurance Engineer	Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.
Information Assurance Network Specialist	Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Designs, develops, engineers, and implements solutions that meet network security requirements. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.

Information Assurance Systems/Network Specialist	Installs, configures and maintains organization's operating systems. Analyzes and resolves problems associated with server hardware, NT, applications software. Detects, diagnoses, and reports NT related problems on both NT server and NT desktop systems. Performs a wide variety of tasks in software/hardware maintenance and operational support of NT Server systems.
Information Center Consultant	Under general supervision of Information Center Manager, may support unlimited end user groups. Works with users to solve problems with available technology including hardware, software and peripherals. Studies and analyzes systems needs, trains users on software and hardware, handles troubleshooting, and provides quality assurance review of user systems. Acts as project manager, typically performs time estimates, and regularly reviews status of projects. May have specialization in particular software that would be utilized in an end user environment. Keeps abreast of technological developments and may install new hardware and software for user groups. Frequently reports to an Information Center Manager.
Information Center Specialist	Under general direction, advises and assists users in problem-solving activities using information center tools. Assists in the selection and installation of information center tools. Evaluates new and existing software products. Competent to work at the highest technical level of all phases of information center activities.
Information Security Business Analyst	Determines enterprise information security standards. Develops and implements information security standards and procedures. Ensures that all information systems are functional and secure.
Information Services Consultant	Top-level technical expert supporting unlimited end user groups. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing systems needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.
Information Systems Auditor - Intermediate	Under general supervision, audits moderately complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Competent to work on most phases of information systems auditing.

Information Systems Auditor - Senior	Under general direction, audits the most complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that information systems procedures are in compliance with corporate standards. Competent to work at the highest level of all phases of information systems auditing.
Information Systems Training Specialist - Intermediate	Under general supervision, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.
Information Systems Training Specialist - Senior	Under general direction, organizes, prepares, and conducts complex training and educational programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Competent to work at the highest level of all phases of information systems training.
Internal Communications Systems Consultant	Provides systems guidance for current and proposed investments in telecommunications and network facilities and/or services from the development of communications software through financial implementation review. Researches present and future communication technologies. Works closely with system users to provide direction/assistance in identification and resolution of user problems. May supervise a group of planning analysts responsible for research/technical assistance for the user group. Typically requires eight to ten years of experience in telecommunications with emphasis on systems analysis, LAN/WAN telecommunications network design, and traffic engineering.
IT Subject Matter Specialist	Provides extremely high-level subject matter proficiency for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate level knowledge of the subject matter for effective implementation.

LAN Administrator - Intermediate	Under general supervision, responsible for the acquisition, installation, maintenance, and usage of the organization's local area network. Manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots LAN problems. Establishes and implements LAN policies, procedures, and standards and ensures their conformance with information systems and organization objectives. Trains users on LAN operation. Typically requires two to four years of experience. Frequently reports to a PC support manager or Senior LAN Administrator.
LAN Administrator - Senior	Under general direction, responsible for administration and day-to-day operation of organization's local area network (LAN). Provides integrated team support and maintenance of LAN hardware and software. Maintains integrity of the LAN hardware and software. Installs LAN software upgrades, including planning and scheduling, testing and coordination. Studies vendor products to determine those which best meet organization needs; assists in presentation of information to management resulting in purchase, and installation of hardware, software, and telecommunications equipment. Performs LAN security procedures, including implementing login requests. Evaluates new products and technologies to determine impact on existing system configurations. Prepares proposals, cot/benefit analyses, and feasibility studies. Provides liaison support between the PC/LAN team, vendors and internal support group as needed. Typically requires five to seven years of experience. Frequently reports to an information systems executive.
LAN Support Technician - Intermediate	Under general supervision, monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. May assist with installation of terminals and associated hardware. May provide LAN server support. Requires strong knowledge of PC/LAN communications hardware/software, in a multi-protocol environment, and network management software. Typically requires two to four years experience in data communications troubleshooting.

LAN Support Technician - Senior	Under general direction, monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with vendor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. May provide LAN server support. Requires extensive knowledge of PC/LAN communications hardware/software in a multi-protocol environment and network management software. May function as lead position providing guidance and training for less-experienced technicians. Typically requires at least four years of experience in data communications troubleshooting.
LAN/WAN Administrator	Monitors LAN, WAN, and servers. Provides batch monitoring, tape back-up, and restoration. Administers mail system and implements new database architecture. Monitors and conducts performance evaluation of networks. Supports, installs, maintains, and troubleshoots all local area and wide area networking devices and related software for branch offices and internal and external networks.
LAN/WAN Integrator	Responsible for the overall integration of the enterprise-wide network including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN. Is typically a top-level technical contributor with advanced knowledge and experience in the area of local and wide area networking, communications, and related hardware/software. Maintains high level of technical expertise and studies vendor products to determine those which best meet organization needs. Presents information to management, which may result in the purchase and installation of hardware, software, and telecommunications equipment. Recommends network security procedures and policies. Knowledgeable in a multi-platform operating environment. May work with Voice and/or Data Communications Analysts.
LAN/WAN/MAN Administrator	Monitors LAN, WAN, MAN, and servers. Provides batch monitoring, tape backup, and restoration. Supports, installs, maintains, and troubleshoots all local area and wide area networking devices and related software for branch offices and internal and external networks.
Network Control Technician	Tests and analyzes all elements of complex network facilities (including power, software, communications devices, lines, modems, and terminals). Monitors and controls the performance and status of the network resources. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance.

Network Engineer - Intermediate	Under general supervision, oversees the purchase, installation, and support of network communications, including LAN/WAN systems. Works on problems of diverse scope where analysis of situation requires evaluation and judgment. Responsible for evaluating current systems. Assists in the planning of large-scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of LAN/WAN systems, networks, and applications. Typically requires two to five years of experience.
Network Engineer - Senior	Under general direction, manages the purchase, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large-scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers. Requires expert knowledge of LAN/WAN systems, networks, and applications. Typically requires at least five years of experience.
Network Operations Supervisor	Provides first level guidance/direction (either as a full-time supervisory position or on a project management basis) to network operation and maintenance analysts, technicians, and/or engineers. Performs technical analysis of complex software, hardware, and transmission facility using various diagnostic tools in support of efficient network operations. Provides guidance/direction for engineering efforts and test and evaluation programs. Performs on-site engineering when required. Typically requires five years of experience in operations, maintenance, and sustained engineering of LAN to WAN internetworking. Frequently reports to a Regional Manager or Operations Manager.
Network Planning Analyst - Intermediate	Under general supervision, plans and evaluates moderately complex existing network systems and makes recommendations for resources required to maintain and/or expand service levels. Provides assistance in network planning, engineering, architecture, and the development of technical standards and interface applications. Evaluates new products as assigned. Provides resolution for network problems. Typically requires four to six years of experience in telecom networks. Frequently reports to a higher Network Planning position or a Telecommunications Department Director/Manager.

Network Planning Analyst - Senior	Under general direction, plans and evaluates complex existing network systems and makes recommendations for resources required to maintain and/or expand service levels. Provides highly skilled technical assistance in network planning, engineering, and architecture. Develops technical standards and interface applications, identifies and evaluates new products, and provides resolution for network problems. May interface with vendors to identify and purchase hardware and software. May function as lead position for other Network Planning Analysts. Typically requires six to eight years of experience in telecom networks. Frequently reports to a Telecommunications Department Director/Manager or a higher Network Planning position.
Network Planning Manager	Responsible for long-term strategic planning to ensure network capacity meets current and future network requirements including planning for remote hardware and communications facilities, development and implementation of methodologies for system analysis, installation, and support. Defines and develops methodology to ensure compatibility of all software and hardware products at each facility. Provides ongoing coordination in the analysis, acquisition, and installation of remote hardware and software. May supervise Network Planning Analysts. Typically requires six to eight years of experience. Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.
Network Systems Administrator	Provides system administration of Network, Web, and/or communication systems, including Local Area Network (LAN) and Wide Area Network (WAN) systems, involving network security. Prepares technical implementation plans that provide integrated solutions including actions, milestones, timelines and critical paths required for complete solutions.
Network Systems Manager	Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities.
Network/Hardware Support Technician	Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Monitors and controls the performance and status of the network resources.

Operations Manager - Data Communications	<p>Manages all aspects of the daily operation for data network(s) in either a standalone data network environment in a voice and data separated network environment.</p> <p>Develops project plans for the implementation of new telecommunications technology and systems. Directs technical analysis of complex software, hardware, and transmission systems. Coordinates with vendors involved in providing communication activities.</p>
Operations Manager - Voice Communications	<p>Manages all aspects of the daily operation for voice network(s) in either a standalone voice network OR in a voice and data separated network environment. Develops project plans for the implementation of new telecommunications technology and systems.</p> <p>Directs technical analysis of complex software, hardware, and transmission systems.</p>
Operations Systems Manager	<p>Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints.</p>
Operations/Network LAN Administrator	<p>Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to LAN. Recommends and schedules repairs. Provides end users support for all LAN-based applications. Installs and configures workstations.</p>
Operations/Technical Support Analyst	<p>Provides technical guidance for directing and monitoring information systems operations. Implements machine modifications to increase the capacity of the system. Directs compilation of records and reports concerning production, machine malfunctioning and maintenance.</p>
Operations/Technical Support Manager	<p>Responsible for all activities relating to technical guidance for planning, directing, and monitoring information systems operations. Plans and recommends machine modifications or additional equipment to increase the capacity of the system. Prepares operational cost estimates for current and proposed projects. Evaluates vendor proposals for purchases of hardware. May manage related outsourcing contracts and service levels. Directs compilation of records and reports concerning production, machine malfunctioning, and maintenance. May advise or consult on organizational, procedural, and workflow plans, methods, and procedures analysis. Analyzes the results of workflow plans, monitors the operating system(s) and recommends changes to improve processing and utilization. May have departmental staff responsibility. Frequently reports to an Information Systems Operations Manager or Director of Information Systems Operations.</p>

PC Products Analyst	Under general supervision, analyzes and evaluates microcomputer products and systems available in the marketplace. Analyzes such products for compatibility, expandability, and ease of use and support. Recommends to management the support or nonsupport of evaluated products. Participates in the development and customization of products. Designs application options/screens compatible with mainframe applications. Prepares product development documentation regarding use of product. Frequently reports to a PC Support Manager.
PC Systems Specialist	Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software. Frequently reports to a PC Support Manager.
PC/LAN Management Analyst - Intermediate	Under general supervision, works closely with business and management and staff on LAN support, network design, and configuration in a multi-server environment. Responsible for the installation/configuration and support of client servers, application support software, and implementation of new business software applications. Participates with client in the installation/configuration of equipment and software. Analyzes and coordinates resolution of network problems. Provides technical support and guidelines to client and systems areas through documentation. Requires experience with Token Ring.
PC/LAN Management Analyst - Senior	Under general direction, provides consultation to business area management and staff at the highest technical level for all aspects of PC/LAN design and configuration in a multi-server environment. Plans and coordinates the installation of new or modified Local Area Networks and installs and coordinates the resolution of network problems or malfunctions. Provides technical support and guidelines to client and systems areas through documentation. Requires experience with Token Ring.
Project Engineer	Manages long-term IT engineering projects. Performs engineering design evaluations and works to complete projects within budget and scheduling restraints. Develops, implements, and monitors information systems policies and controls to ensure data accuracy, security, and regulatory compliance. Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine and address problems.

Project Manager - Senior	Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.
Quality Assurance Analyst - Intermediate	Under general supervision, carries out procedures to ensure that all information systems, products and services meet minimum organization standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.
Quality Assurance Analyst - Senior	Under general direction, carries out procedures to ensure that all information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.
Quality Assurance Specialist	Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process.
Security Coordinator	Coordinates, develops, and evaluates security programs for an organization.

Site Manager	Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources.
Software Architect	Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in the design of highly complex software systems. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.
Software Developer - Intermediate	Under general supervision, develops codes, tests, and debugs new software or enhancements to existing software. Has good understanding of business applications. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals. Requires two years experience in the field.
Software Developer - Senior	Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. May act as team leader on less complex projects. Assists in training less experienced software development staff. Requires five years experience in the field.
Software Systems Engineer - Intermediate	Under general supervision, works from specifications to develop or modify moderately complex software programming applications. Assists with design, coding, benchmark testing, debugging, and documentation of programs. Applications generally deal with utility programs, position control language, macros, subroutines, and other control modules. Competent to work on most phases of software systems programming applications, but requires instruction and guidance in other phases.

Software Systems Engineer - Senior	<p>Under general direction, formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Competent to work at this highest technical level on all phases of software systems programming applications. May have responsibility for the evaluation of new and existing software products. May assist other systems programmers to effectively utilize the system's technical software.</p>
Systems Administrator - Intermediate	<p>Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.</p>
Systems Administrator - Senior	<p>Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.</p>
Systems Analysis and Programming Director	<p>Develops software within an organization. Directs the software engineering function in developing, releasing, and maintaining software applications/operating systems according to business needs.</p>

Systems Engineer	Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products.
Systems Management Technologist	Analyzes, develops, operates, and maintains software libraries and catalogs. Provides support and direction for user groups in the use of the software/hardware systems and programs to support an integrated system.
Technical Editor	Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization's style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate. Editor is often a technical writer who has moved to this position. Note: This description is for a technical editor in a large software house or an editor in a technical lab, which produces papers for publication. Newsletter, newspaper, or magazine editors should not be matched to this position.
Technical Writer	Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document.
Telecommunications Analyst/Technician	Provides maintenance of the switching equipment. Performs more complex activities for routine maintenance on switch. Reads and interprets circuit diagrams and electrical schematics.
Telecommunications Engineer/Analyst - Intermediate	Under general supervision, responsible for moderately complex engineering and/or analytical activities associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Typically requires two to four years of technical telecom experience.
Telecommunications Engineer/Analyst - Senior	Under general direction, responsible for complex engineering and/or analytical tasks and activities associated with one or more technical areas within the telecom function such as, but not limited to, network design, engineering, implementation, or operations/user support. Typically requires six to eight years of technical telecom experience.

Telecommunications Manager	<p>A multiple incumbent position with broad management responsibility for all areas of the telecommunications function. Position may be structured to address the needs of individual "customer" groups (e.g., organization divisions or business lines) or may reflect total management responsibilities (including planning, engineering, implementation, and operations) for either voice or data communications in a separated network environment. Manages/coordinates day-to-day planning, design, operations, maintenance, and resource allocation including client server support and strategic and tactical planning. Coordinates with customers, vendors, and corporate management.</p> <p>May be responsible for billing systems. Interfaces with Senior/Executive Management to coordinate telecommunications plans with overall business plan. Frequently reports to Telecommunications Management or information systems management.</p>
Telecommunications Network Help Desk	<p>Responds to user complaints to research complex problems associated with the organization's telecommunications networks (voice and/or data). Diagnoses problem source through discussions with users. Coordinates with internal company support and operations groups and/or with vendors to resolve problems. Follows up with users to ensure problem has been resolved. Develops supporting documentation of all activities.</p>
Telecommunications Programmer/Systems Analyst - Intermediate	<p>Under general supervision, develops telecommunications solutions to address user needs. May interface with users to define needs. Assists in the design, development, and testing of communications software interface programs. Usually involved in the implementation and testing of projects. Requires knowledge of communication protocols, hardware, and real-time operating system programming. Requires proficiency in one or more programming languages such as Assembler, FORTRAN, or "C".</p> <p>Typically requires two to four years of experience in telecommunications programming.</p>

Telecommunications Programmer/Systems Analyst - Senior	Under general direction, develops telecommunications software solutions to address user needs. Interfaces with users to define needs. Designs, develops, and tests complex communications software interface programs. Primary responsibilities usually include technical feasibility studies and design phases of project. Requires strong knowledge of communication protocols, hardware, and real time operating system programming. May serve as project leader for lower level programmers. Requires high level of proficiency in one or more programming languages such as Assembler, FORTRAN, or "C". Typically requires four to six years of experience in telecommunications programming.
Telecommunications Technician	Installs, troubleshoots, repairs and maintains telecommunications equipment. Provides reports, completes requests for new service, determines methodology for installing telephone service, determines appropriateness of moderate equipment changes or modifications, call switches, test trunks, test links and installs communication circuits.
Telecommunications/Communications Integration Engineer	Provides technical direction and analysis for telecommunication activities, including planning, designing, integrating, installing and maintaining large-scale telecommunications/communications networks and services with computer systems. Applies telecommunications/communications engineering principles and theory to propose design and configuration alternatives. Analyzes network performance, usage and traffic flows, accesses and interfaces, transmission techniques, and protocols to interface with computer systems.
Test Engineer	Subject matter specialist providing testing know-how in for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
UNIX Systems Administrator	Responsible for the installation, configuration, and maintenance of UNIX operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Requires extensive knowledge of computer operations and familiarity with shell and kernel programming. Typically requires two to four years of experience.

Voice Communications Administrator	Monitors and responds to facility hardware and software problems. Assists vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Makes phone system additions, changes, and installs new station equipment. Requires knowledge of monitoring equipment.
Voice Communications Manager - Planning & Implementation	Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation, and support of voice communications systems. Provides coordination in the analysis, acquisition, and installation of remote hardware and software. Interfaces with internal and external customers and vendors to determine system needs. Manages the training and efforts of a staff responsible for system and network planning and analysis activities. May include billing/chargeback responsibilities. Typically requires at least eight to ten years of experience in software/hardware voice network design and analysis usually in a telephone operating organization. Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.
Voice Communications Technician	Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Maintains PBX/systems and associated hardware.
Web Content Administrator	Responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML and web graphics types and standards. Requires two years of experience in this field.
Web Content Analyst	Provides for development and content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Provides managing/performing website editorial activities including gathering and researching information that enhances the value of the site.

Web Designer	<p>Under direct supervision, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Typically requires one to three years of experience in the area of web design. Requires knowledge of web-based technologies including browsers ASP pages, HTML code, object-oriented technology, and graphics software.</p>
Web Marketing Manager	<p>Responsible for developing and implementing the organization's web strategies for promoting products and services through strategic marketing on the website. Responsible for assisting in the creation and implementation of the web marketing plan. Works closely with design and content management team to ensure site meets marketing objectives. Monitors site access patterns to adjust strategies and plans. Requires understanding of web technologies.</p>
Web Operations Manager	<p>Responsible for ongoing oversight of web strategy and operations. Develops business plan and annual budget for website function. Accountable for budget, staff planning, management, and product and service delivery. Oversees operational activities of the website(s) with specific attention aimed at content creation and website maintenance. Requires experience with web technologies and web page design.</p>
Web Project Manager	<p>Serves as project manager of a development team responsible for planning, developing, and deploying websites including preparation of text, graphics, audio, and video for web pages. Works directly with partners and clients to determine project scope and specifications. Coordinates the work of design and development teams to implement online designs. Reviews progress, manages resources, and ensures overall quality of completed website. Typically requires experience in management and understanding of web technologies.</p>
Web Security Administrator	<p>Under general supervision, performs all procedures necessary to ensure the safety of the organization's website and transactions across the Internet including the protection of confidential order information and external business-to-business connections. Applies Internet firewall and encryption technologies to maintain organizational and customer security. Ensures that the user community understands and adheres to established security procedures. Updates and deletes users, monitors and performs follow-up compliance violations, and develops security policies and practices and guidelines. Requires experience in Firewall/DMZ design and implementation.</p>

Web Security Analyst	Performs all procedures necessary to ensure the safety of the organization's website and transactions across the Internet/intranet. Applies Internet firewall technologies to maintain security. Ensures that the user community understands and adheres to necessary procedures to maintain security. Updates and deletes users, monitors and performs follow-up on compliance violations, and develops security policies, practices, and guidelines.
Web Software Developer	Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.
Web Technical Administrator	Under general supervision, responsible for achieving overall technical integrity of organization's website. Maintains and upgrades hardware and software including website technical architecture related to hardware and telecommunication connectivity. Administers e-mail, chat and FTP services. Communicates router configuration changes and troubleshoots system errors and bugs. Maintains servers, creates monitoring reports and logs, and ensures functionality of links. Creates tools to ease production process. Automates routine procedures. Works on system-level services to ensure proper patch levels on applications and operating systems. Monitors database integrity. Monitors site for acceptable performance and user accessibility. Establishes backups and monitors site security. Typically requires experience in systems technologies.

Minimum Order Amount: \$100

2. Maximum Order

Maximum Order Amount: \$500,000

3. Minimum Order

Minimum Order Amount: \$100

4. Geographic Coverage (Delivery Area)

The geographic scope of contract is the 48 contiguous states and the District of Columbia. Orders will be accepted for Alaska, Hawaii, and/or the Commonwealth of Puerto Rico. Orders for any overseas locations will not be accepted.

FOB Destination

5. Point(s) of production

310 Evergreen Road, Louisville, KY, USA, 40243

Products currently being offered under SIN 33411 have a production point in the following:

TW
US
CA
HK
KR
MX

The manufacturer has certified as follows:

1. All products are newly manufactured products, are regularly used for other than government purposes and are sold or traded commercially, in the normal course of business operations.
2. There have been no changes in commercial discount/pricing policies and practices of the manufacturer from the information which was provided with the Letter of Supply.
3. Products offered by the manufacturer are compliant with the Trade Agreements Act.
4. Products which qualify under the Environmental Protection Agency's Energy Star computer program have been identified by the manufacturer.

Should exceptions occur, GSA will be notified and an updated offer will be submitted by Definitive Infotech Services & Solutions, LLC.

6. Discount from list prices or statement of net price

Basic Discount Terms	
SIN 33411	14% to 81%
SIN 811212	38%
SIN 54151S	10%

7. Quantity Discounts

Quantity/ Volume Terms: 2% discount for all single orders over \$300,000

8. Prompt Payment Terms

Prompt Payment Discount Terms: 2% (Net 10) and 1.5% (Net 20)

9a. Orders placed at or below the micro-purchase threshold.

Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor. Government purchase cards are accepted.

9b. Orders exceeding the micro-purchase threshold but not the maximum dollar amount.

Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the agency's needs. In selecting the supply or service representing the best value, the ordering office may consider--

- a. Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;

10. Foreign items.

Reference section 5 regarding production points for 33411.

11a. Time of delivery.

As negotiated with ordering agency – generally within 10 days after receipt of order.

11c. Overnight and 2-day delivery.

Overnight and 2-day delivery available as negotiated with Ordering Agency. Schedule customer should contact Contractor for rates.

11d. Urgent requirements.

In regards to “Urgent Requirements”, agencies are advised to contact the Contractor for Urgent delivery requirements.

12. F.O.B. Points

Destination

13a. Ordering addresses.

Definitive Infotech Services & Solutions, LLC
310 Evergreen Road, Suite 102
Louisville, KY, 40222
POC: Chris Mills
Alternate: Paige Reh
www.definitiveiss.com
Email: gsa@definitiveiss.com
502-272-2333

13b. Ordering procedures.

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address.

310 Evergreen Rd., Suite 102, Louisville, Kentucky 40243
502-272-2333

Definitive Infotech Services & Solutions, LLC
310 Evergreen Road, Suite 102
Louisville, KY, 40222

15. Warranty provision

Please call Definitive to obtain a Return Authorization (RA) number for all returns.

All goods to be returned must have prior authorization from our customer service department within 30 days from the receipt of shipment. If not within 30 days from receipt of shipment, Return will not be approved.

New Products in original packaging must be shipped prepaid to Definitive. Goods returned freight collect will be refused, or if accepted, the freight charges will be deducted from the credit allowance. Credit for approved returns will be issued for the original invoice price, and subject to a 25% restocking charge.

If item was shipped due to error on Manufacturers part, a full refund will be given for returned items in the original unopened packages, including shipping charges. If the item was ordered in error by the customer, a full refund will be given for returned items in the original unopened packages, less the shipping charges. Items which are not returned in their original, unopened packages will be examined for damage, graded for resale ability and credited accordingly. All merchandise must be in original, unused condition and resalable as new.

16. Export packing charges.

N/A

17. Terms and conditions of Government purchase card acceptance

Government purchase cards will be acceptable for payment above the micro-purchase threshold.

18. Terms and conditions of rental, maintenance and repair

a. Placement of Orders. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (811212). Automatic acceptance of order renewals for maintenance service shall apply for machines, which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the Contractor does

not confirm the order prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.

b. **Ordering Period and Minimums.** The Contractor shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the Pricelist. The minimum order for monthly maintenance is \$250.00. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.

c. **Maintenance Discontinuance.** Maintenance may be discontinued by the Government on thirty (30) calendar days written notice, or shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days from the date on the notification. However, the Government may extend the original discontinuance date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.

d. **Annual Funding.** When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.

e. **Cross-year Funding Within Contract Period.** Where an ordering office's specific appropriation authority provides for funds in excess of a 12-month, fiscal year period, the ordering office may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

f. **Notification of Expiration.** Ordering offices should notify the Contractor in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.

REPAIR SERVICE AND REPAIR PARTS / SPARE PARTS ORDERS

a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.

b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering office agrees, in advance, that additional repair personnel are required to effect repairs.

LOSS OR DAMAGE

When the Contractor removes equipment to his establishment for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the Government installation, until the equipment is returned to such installation.

SCOPE

a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the Government agency during the contract term. Such maintenance will cover damage and repairs from normal use only. Damage from fire, liquids, droppage, or other external causes are not covered by the scope of this contract. Such repairs may be obtained outside the scope of this contract. Equipment must be completely operational and without defect prior to being placed

under contract. Thirty (30) days advance written notice is required to delete equipment from contract. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.

b. Equipment placed under maintenance service shall be in good operating condition.

(1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the Government.

(2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

(3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the Government, in accordance with the provisions of Special Item Number 811212 and 54151S (or outside the scope of this contract).

c) The Contractor is offering on-call maintenance services and installation services after warranty, and per-call maintenance and installation services after warranty.

d) There shall be no additional charges for replacement parts except when defective parts cannot be removed from the installation and returned to the Contractor for reasons of security.

RESPONSIBILITIES OF THE GOVERNMENT

a. Environment. The Government shall provide adequate working space, including telephone, heat, light, ventilation, electric current and outlets for use by the Contractor maintenance personnel. These facilities shall be within a reasonable distance of the equipment to be serviced and shall be provided at no charge to the Contractor.

b. Access. Subject to security regulations, the Government shall provide the Contractor access to perform maintenance service. If access cannot be provided due to security requirements, Government personnel shall escort Contractor personnel, or the Contractor shall have a reasonable period of time to provide personnel who can be granted access.

c. Operation Procedures. The Government will follow routine operator procedures as specified in OEM Operating Manuals applicable to each product.

d. Personnel Monitoring. At the request of the Contractor, the Government will provide a representative at the site during service by the Contractor personnel.

e. Government personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to in writing by the Contractor.

19. Terms and conditions of installation

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing

supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis- Bacon Act apply.

The requisitioning activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 33411.

SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: The EIT standard can be found at: www.Section508.gov/.

PRIME CONTRACTOR USE OF SCHEDULE CONTRACT.

Definitive Infotech Services & Solutions, LLC may accept orders from Government Prime Contractors who may use this Schedule after being authorized in writing by a Federal Agency in accordance with FAR 51.103. Orders placed by prime contractors under this provision shall include the following statement:

“This order is placed under the terms of Definitive ISS’s GSA Schedule 47QTCA19D00DH pursuant to written authorization dated (insert date), a copy of which is attached hereto. Regardless of the terms and conditions contained on this order, the terms and conditions of contract 47QTCA19D00DH shall be the only terms and conditions applicable to this transaction.”

SUBCONTRACTORS.

The Government acknowledges that the Contractor reserves the right to subcontract to third parties some of the services set forth in this contract.

20a. Terms and conditions for any other services.

As negotiated with ordering activity.

21. List of Service Points

<i>Geographic Area</i>	<i>Address of Supply and Service Point</i>
Louisville, Kentucky	Definitive ISS 310 Evergreen Road, Suite 102 Louisville, KY 40243
Vandenberg AFB, California	Definitive ISS Vandenberg AFB BLDG 8401 Rooms 154 and 152 Vandenberg AFB, CA 93434

Colorado Springs, Colorado	Definitive ISS Colorado Springs, CO 80917
Tobyhanna Army Depot	Definitive ISS 11 HAP Arnold Boulevard Tobyhanna, PA 18466

22. List of participating dealers

Cables to Go, Tripp Lite, APC Sales & Service (33411)

Letters of supply have previously been incorporated into the contract.

23. Preventive Maintenance.

As negotiated with ordering agency.

24. Special Attributes – N/A**25. DUNS: 09-315-1145****26. CCR Registration**

Contractor is registered in the Central Contractor Registration ([CCR](#)) database accessible at SAM.gov.